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T.R.A. DOCKET ROOM

September 3, 2003

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VIA HAND DELIVERY

Hon. Deborah Taylor Tate, Chairman
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee 37243

Re: *Docket to Establish Generic Performance Measurements, Benchmarks
and Enforcement Mechanisms for BellSouth Telecommunications, Inc.*
Docket No. 01-00193

Dear Chairman Tate:

Consistent with the terms of the Settlement Agreement relating to performance measurements approved by the Authority in this proceeding, BellSouth is filing fifteen copies of a Notification Report for the October 2003 data month and a Preliminary Notification Report for the data month of November 2003. These Reports are being filed with all of the state public service commissions in BellSouth's nine-state region.

Copies of the enclosed are being provided to counsel of record. Thank you for your assistance in this regard.

Very truly yours,

Guy M. Hicks

GMH:ch



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September 2, 2003

DELIVERED BY HAND

Mr. Reece McAlister
Executive Secretary
Georgia Public Service Commission
244 Washington Street, S.W.
Atlanta, Georgia 30334-5701

Re: *Performance Measurements for Telecommunications Interconnection,
Unbundling and Resale; Docket No. 7892-U*

Dear Mr. McAlister:

Consistent with the Commission's July 19, 2002 Order, BellSouth Telecommunications, Inc. ("BellSouth") is filing a Notification Report for the October 2003 data month and a Preliminary Notification Report for the data month of November 2003. These proposed changes will be discussed at the September 8, 2003 industry conference call.

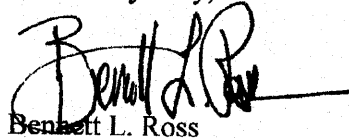
There is one additional matter that BellSouth would like to bring to the attention of the Commission and the parties. In its May 2003 Data Notification filed on April 1, 2003, BellSouth provided notice of changes to Measure O-11 (Firm Order Confirmation and Reject Response Completeness) to ensure that fatal rejects for LSRs processed by the COG/SGG system are not included in these measures, consistent with the Service Quality Measurement ("SQM") Plan. This proposed change, which was Item No. 4 on the proposed May 2003 Data Notification, was not implemented correctly, and BellSouth will be making additional coding changes with November 2003 data to address this problem. BellSouth also will be making these coding changes to a related measure, Measure O-7 (Percent Rejected Service Requests), which was inadvertently omitted from the May 2003 Data Notification.

Enclosed herein please find an original and seventeen (17) copies, as well as an electronic version, of these Data Notification Reports. I would appreciate your filing same in the above-referenced docket and returning the two (2) extra copies stamped "filed" in the enclosed stamped, self-addressed envelopes.

Mr. Reece McAlister
September 2, 2003
Page 2

Thank you for your attention to this matter.

Yours very truly,



Bennett L. Ross

BLR:nvd
Enclosures

cc: Mr. Leon Bowles (w/enclosure) (via electronic mail)
Mr. Patrick Reinhardt (w/enclosure) (via electronic mail)
Parties of Record (w/enclosure) (via electronic mail)

502746/502712/502916

PROPOSED OCTOBER 2003 DATA NOTIFICATION

BellSouth proposes making the changes described in this document to generate results for the October 2003 data month. Results for the October 2003 data month will be posted as follows:

Preliminary results November 21, 2003
Final results December 1, 2003

BellSouth provides Data Notifications each month in compliance with the Georgia Public Service Commission's Order of July 19, 2002. This order specifies that when BellSouth proposes making any changes to the methods by which performance data is calculated, it must provide written notice. This notice must be provided on the first business day of the month before the data month in which the change will be made. BellSouth must also provide notification if it is considering making changes to the method of calculating data for the following month.

The "Affected Measures" described in this notice are those set forth in the Georgia Service Quality Measurement (SQM) Plan, unless otherwise noted. All "Impact of Change" descriptions are stated at the measurement level, unless the sub-metric level is specified.

Ordering Measurements

- (1) *Affected Measures:* O-1, O-2, O-7, O-8, O-9, O-11, O-13, O-14 & O-15

Description of Change: For LENS (WEB), and TAG LSRs, PMAP is currently using the timestamp from LEO or LNP, where a timestamp is not available in the interface. BellSouth proposes to use a new time stamp in SGG, where SGG is available, which is closer to the CLEC interface. This proposed change was Item (1) on the Preliminary October 2003 Data Notification filed on August 1, 2003. (RQ2028 & RQ3978)

Impact of Change: Intervals will be slightly longer but BellSouth does not expect an impact on overall results.

- (2) *Affected Measures:* O-11

Description of Change: Currently, this data is reported separately for EDI and TAG interfaces. The SQM does not require reporting of this measure at an interface specific level. BellSouth proposes to combine the EDI and TAG data and to cease reporting this data separately consistent with the SQM. This proposed change was Item (2) on the Preliminary October 2003 Data Notification filed on August 1, 2003. (RQ3544)

Impact of Change: None

- (3) *Affected Measures:* O-1 & O-2

Description of Change: Currently, PMAP is not including XML transmissions in the data, and BellSouth proposes to correct this problem. This proposed change was Item (3) on the Preliminary October 2003 Data Notification filed on August 1, 2003. (RQ3977)

Impact of Change: For May 2003 data, the number of TAG/LENS/XML records would increase by less than 0.01%.

- (4) *Affected Measures:* OSS-1

Description of Change: Reports for Average Response Interval for this measure are produced manually. BellSouth proposes to mechanize this report in PMAP. This proposed change was Item (4) on the Preliminary October 2003 Data Notification filed on August 1, 2003. (RQ3988)

Impact of Change: None

Provisioning Measurements

- (5) *Affected Measures:* P- 3

Description of Change: Currently, certain denial and restoral orders are being classified inappropriately as missed appointments. Denial/Restoral Orders are bulk completed in the switch. However, the recorded completion date is the date that SOCS completes the bulk orders reflecting the denial and restoral of service. If the bulk completion occurs after the appointment day, these orders are being incorrectly counted as a BellSouth missed appointment even though there is no missed appointment code on the order. If the appointment was missed, the order would reflect a missed appointment code input by the RCMAG organization. BellSouth proposes counting only records with a valid missed appointment code in the numerator of this measure. This proposed change was Item (4) on the Preliminary September 2003 Data Notification filed on July 1, 2003. (RQ3074)

Impact of Change: For May 2003 for both Retail and Wholesale, 198 of 3,337,331 records (0.0005%) were marked as missed appointments without a valid missed appointment code.

- (6) *Affected Measures:* P-1, P-2, P-3, P-3A, P-4, P-4A, P-5, P-6, P-9 & P-10

Description of Change: Station Worked On (SWO) codes are the section of the completed service order that describes the number of lines worked on, which is used to determine in which circuit category to report the order (<10, >=10). Currently, PMAP is using the wrong table to determine the SWO code. BellSouth proposes using the correct

table. This proposed change was Item (7) on the Preliminary July 2003 Data Notification filed on May 1, 2003. (RQ3215)

Impact of Change: For January 2003 in Georgia, only 1 of 709,109 wholesale and retail orders was incorrectly identified, resulting in a .00014% difference in reported records.

- (7) *Affected Measures:* P-1, P-2A, P-2B, P-3, P-4A, P-4B, P-5, P-6 & P-9

Description of Change: Currently, data for certain Special Access to UNE Enhanced Extended Links (EEL) conversions are being captured incorrectly. BellSouth proposes using identifying characteristics on the service order to appropriately classify these circuits. This proposed change was Item (5) on the Preliminary October 2003 Data Notification filed on August 1, 2003. (RQ3551)

Impact of Change: For March 2003, 17 orders would be affected by this change.

- (8) *Affected Measures:* P-5

Description of Change: Currently, the ending timestamp for Average Completion Notice Interval is the first timestamp indicating that a completion notice was sent. In some cases, this initial notice is misleading because the order may be updated before it goes to final completion status and a final notice is sent. The code will be modified to only report the notify timestamp when the order goes to final completion status. This proposed change was Item (5) on the Preliminary September 2003 Data Notification filed on July 1, 2003, but has been expanded to include Georgia. (RQ3914 & RQ4120)

Impact of Change: In May 2003, for 294,837 records in Alabama, the average duration was 1.117 hours. With this change, the average duration would be 1.120 hours. In June 2003, of 19,985 records sampled in Georgia, the ACNI duration increased from .71 hours to .80 hours.

- (9) *Affected Measures:* P-13C (Georgia)

Description of Change: Under the SQM, the interval bucket for this measure is < 60 minutes. However, the PMAP coding currently measures performance as <= 60 minutes. Consistent with the SQM, BellSouth proposes changing the coding for the interval for this measure from <= 60 minutes to < 60 minutes and from > 60 minutes to >= 60 minutes. This proposed change was Item (6) on the Preliminary October 2003 Data Notification filed on August 1, 2003. (RQ4111)

Impact of Change: Less than 0.1% reduction in results.

PRELIMINARY NOVEMBER 2003 DATA NOTIFICATION

BellSouth is considering making the changes described in this document to generate results for the November 2003 data month. Results for the November 2003 data month will be posted as follows:

Preliminary results December 22, 2003
Final results December 31, 2003

BellSouth provides Data Notifications each month in compliance with the Georgia Public Service Commission's Order of July 19, 2002. This order specifies that when BellSouth proposes making any changes to the methods by which performance data is calculated, it must provide written notice. This notice must be provided on the first business day of the month before the data month in which the change will be made. BellSouth must also provide notification if it is considering making changes to the method of calculating data for the following month.

The "Affected Measures" described in this notice are those set forth in the Georgia Service Quality Measurement (SQM) Plan, unless otherwise noted. All "Impact of Change" descriptions are stated at the measurement level, unless the sub-metric level is specified.

Ordering Measurements

- (1) *Affected Measures:* OSS-1, OSS-2, Pre-Ordering & Ordering Measures

Description of Change: In anticipation of Encore Release 14.0 and the associated modifications to the sequence of data fields from BellSouth's source systems (e.g., LEO, LESOG, etc.), BellSouth proposes changes to PMAP to ensure that data is being correctly captured and reported.

Impact of Change: None

- (2) *Affected Measures:* O-3, O-4, O-7, O-8, O-9, O-11 (all states), O-13, O-14 and O-15 (Alabama, Kentucky, Louisiana, Mississippi and South Carolina)

Description of Change: With Encore Release 14.0, BellSouth will implement the ability to electronically process groups of related PONs (RPONs) submitted by CLECs. To accommodate this new capability, BellSouth proposes to use the timestamp associated with the last PON received of any RPON group. (RQ4381)

Impact of Change: Information required to determine the impact is not available.

(3) *Affected Measures:* PO-1 & PO-2

Description of Change: PMAP is currently reporting regional level data for both the region and state specific SQM reports. BellSouth proposes changes to PMAP to correct the state specific reports to include state specific data. (RQ4215)

Impact of Change: State specific data will be reported as reflected on the MSS.

(4) *Affected Measures:* PO-2

Description of Change: Currently, PMAP is not including XML formatted transactions that are submitted via LENS in the data for this measure. BellSouth proposes to include these transactions. (RQ4257)

Impact of Change: For June 2003 Georgia 271 data, PMAP posted 98.76% of Service Inquires for Electronic Loop Make-up completed within one minute and the percentage should have been 98.05%.

(5) *Affected Measures:* O-9

Description of Change: Currently for interconnection trunks, an interval is counted for each FOC returned on the same version of an ASR. Consistent with other measures, only the first FOC returned should be used to calculate the interval. BellSouth proposes making this change. (RQ4284)

Impact of Change: For July 2003 data, 3 of 266 records (1.12%) had multiple dates confirmed.

(6) *Affected Measures:* O-2

Description of Change: Currently, PMAP is counting the number of outbound timestamps in both the numerator and denominator. The measure should be calculated as the number of inbound timestamps in the denominator and the number of outbound timestamps in the numerator. Bellsouth proposes to change the code in PMAP to include inbound and outbound timestamps appropriately. (RQ 4379)

Impact of Change: For May 2003 data, PMAP reported 100% and the percentage should have been 99.99%.

Provisioning Measurements

(7) *Affected Measures:* P-10 (All States Except Georgia)

Description of Change: BellSouth is currently producing a TSOCT-Offered report that is not required by any SQM. TSOCT-Offered only include orders where the customer accepts the offered interval. BellSouth proposes ceasing production of this report for all states. (RQ3888)

Impact of Change: Report will no longer be produced.

(8) *Affected Measures:* P-3 (Georgia only)

Description of Change: Some of the USOCs associated with EELs are not being assigned to the EEL products on the MSS. BellSouth proposes to correct this problem. (RQ3980)

Impact of Change: For May 2003, the result would have changed by less than 0.5%.

(9) *Affected Measures:* P-7A (Florida & Tennessee only)

Description of Change: The raw data file incorrectly displays whether orders for loops with IDLC are early, on time or late. The required interval for loops with IDLC is 4 hours, but the raw data is reflecting early/on time/late based on an interval of 15 minutes. BellSouth proposes changing the display in the raw data file. (RQ3984)

Impact of Change: None.

(10) *Affected Measures:* P-4B (Georgia), P-10 (all states except Georgia) and P-14 (Alabama, Kentucky, Louisiana, Mississippi and South Carolina)

Description of Change: With Encore Release 14.0, BellSouth will implement the ability to electronically process groups of related PONs (RPONs) submitted by CLECs. To accommodate this new capability, BellSouth proposes to use the timestamp associated with the last PON received of any RPON group. (RQ4381)

Impact of Change: Information required to determine the impact is not available.

(11) *Affected Measures:* P-7C & P-9

Description of Change: Currently, for SQM reports, product groups for this measure are identified using the current month product rollup table. However, prior month's orders are used in calculating this measure. BellSouth proposes to

use the product rollup table for the month consistent with the service order data to determine the product disaggregations for the SQM reports as is currently done for the MSS results. (RQ4416 & RQ4424)

Impact of Change: None, unless new products are introduced.

Special Access Measurements

- (12) *Affected Measures:* SA-1, SA-2 & SA-3 (Tennessee)

Description of Change: BellSouth has used the Sales Code and the Work Group to identify Switched Access Trunk ASRs. However, because these identifiers no longer uniquely identify trunk ASRs, BellSouth proposes to use a different indicator to more accurately determine Switched Access Trunks. (RQ4336)

Impact of Change: None

- (13) *Affected Measures:* SA-8

Description of Change: Currently, for SQM reports, product groups for this measure are identified using the current month product rollup table. However, prior month's orders are used in calculating this measure. BellSouth proposes to use the product rollup table for the month consistent with the service order data to determine the product disaggregations for the SQM reports as is currently done for the MSS results. (RQ4416)

Impact of Change: None, unless new products are introduced.

PARTIES OF RECORD

Docket No. 7892-U

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CERTIFICATE OF SERVICE

I hereby certify that on September 3, 2003, a copy of the foregoing document was served on the following parties, via the method indicated:

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